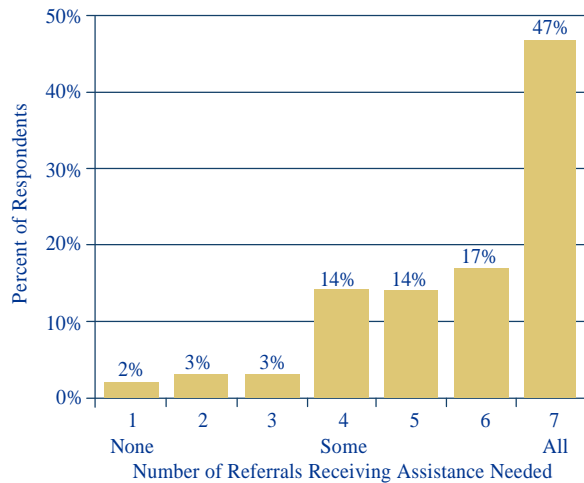


Do FFSC programs and services work?

The majority of leaders believe the Servicemembers they have referred to the FFSC received the assistance they needed.



Leaders found FFSC programs and services to be beneficial in many areas to include:

- Preparing for separation/transition
- Exceptional family member issues
- Preparing for relocation
- Solving financial problems
- Preparing for deployments
- Solving personal problems
- Preparing for reunions

Leaders also believe the programs and services provided by the FFSC positively impact. . .

- Family adaptation to the military
- Unit readiness
- On-the-job performance
- Servicemember retention

How can FFSCs best support leaders?

For the FFSC to serve leaders most effectively, it is important to maintain open communications between FFSC staff and leaders. By working together, Servicemembers' needs can be more quickly identified and addressed. Leaders should contact their FFSC for assistance and support in improving the quality of life of their Servicemembers and their families.

FFSC staff provide professional and confidential services and programs to Servicemembers and their families under the provisions of the Privacy Act of 1974.

Summary

Today's Navy leaders spend a significant amount of time addressing Servicemembers' personal and family issues. Leaders believe the FFSC can provide assistance to Servicemembers on many of these issues. Leaders also feel the FFSC has a positive impact on family adaptation to the military and to unit readiness.



What Navy Leaders Tell Us About Servicemembers and Fleet and Family Services

Research Sponsored by the
Navy Fleet and Family Support
Center Program (PERS-660)

What Servicemember issues are of greatest concern to today's Navy leaders?

The Navy Personnel Command (NPC) received answers to this and other questions from more than 11,000 officers and enlisted leaders through the 2000 Navy Leadership Survey. This brochure presents the responses to survey questions from leaders at all levels:

- COs/XOs
- DHs/DOs
- Chaplains
- CMCs/COBs/Senior Chiefs
- LCPOs/CPOs/LPCs
- CCCs

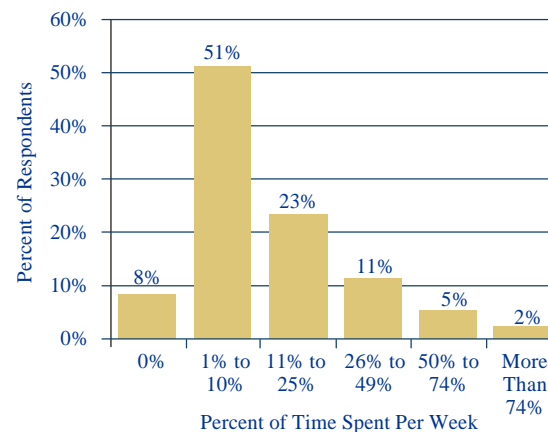
...and command types:

- Surface Ships
- Aviation squadrons
- Submarines
- Afloat Staffs
- Shore-based
- Training
- Construction
- Battalions

What are the Servicemember issues most frequently faced by leaders?

Financial concerns	57%
Relationship problems	30%
Transition to civilian work/life	29%
PCS or relocation concerns	28%
Servicemember behavior problems	22%
Information about on- or off-base resources	16%
Job-related stress	14%
Divorce and non-support	11%
Single Sailor issues	11%
Issues related to deployments	11%

What percent of leaders' time is spent during a typical week addressing Servicemember issues?



The time spent on Servicemember issues varies by leader position:

- **Chaplains, Command Career Counselors and CMCs/COBs/Senior Chiefs** spend the greatest amount of time on Servicemember issues. Many spend **more than 25%** of their week addressing these issues.
- **COs/XOs and DHs/DOs** spend the least amount of time on Servicemember issues.
- Leaders from **large commands** spend more time than leaders from small commands on Servicemember issues.

What are the Servicemember issues leaders say they need the most help in solving?

Sexual assault	31%
Spouse abuse	30%
Child abuse or neglect	29%
Financial concerns	27%
Relationship problems	22%

How do leaders help Servicemembers solve their problems?

Many leaders refer Servicemembers to the Fleet and Family Support Center (FFSC) for assistance. The Servicemember issues that leaders are most likely to refer to the FFSC include:

Financial concerns	34%
Spouse abuse	33%
Child abuse or neglect	30%
Sexual assault	28%
Relationship problems	23%

These represent only some of the areas in which the Fleet and Family Service Center provides services and assistance. To find out more about FFSC programs and services and how the center can help you, **see the inside of this brochure.**

Navy Fleet and Family Support Center

WHAT IS THE MISSION OF THE FFSC?

- To assist with adaptation to Navy life
- To provide services and skills for self-sufficiency and personal success
- To facilitate personal and family readiness

Listed below are descriptions of key FFSC services available to Navy singles, married members, reserves on extended orders, retirees and family members. In overseas locations, DoD civilians and their families may participate in FFSC programs.

WHAT SERVICES DOES THE FFSC OFFER?

ADAPTION TO NAVY LIFE

- **Deployment Support** — Support and assistance offered throughout the deployment cycle.
- **Relocation Assistance** — Departure assistance, post-arrival services, relocation counseling, and housing information and referral services for all military personnel and family members relocating, transitioning, or separating from military service. OCONUS intercultural training is also provided.
- **Transition Assistance** — Comprehensive range of services to separating and retiring members and their families to include pre-separation counseling, outplacement assistance, information and referral, career and job search assistance, military skills and training verification and enrollment of Servicemembers into public and community service registries. The Transition Assistance Management Program (TAMP) also offers TAP classes for separating and retiring personnel.

SELF-SUFFICIENCY AND PERSONAL SUCCESS

- **Spouse Employment Assistance** — Counseling, information, referral and education programs to help family members make career decisions and develop employment search skills. These programs are offered by the Spouse Employment Assistance Program (SEAP).
- **Life Skills Education** — Prevention and enrichment programs that develop knowledge and social and relationship skills to enhance self-esteem and interpersonal relations.
- **Personal Financial Management** — Proactive financial education, training, and counseling that emphasizes a career lifecycle approach to personal financial responsibility.

PERSONAL AND FAMILY READINESS

- **New Parent Support** — A voluntary program of identification, screening, home visitation and information and referral for new and expectant parents. Prevention education programs and referrals to community support services are also offered.
- **Family Advocacy** — Prevention education, identification, evaluation, rehabilitation, follow-up, and reporting of spouse and child abuse and neglect.
- **Exceptional Family Member Support** — Information and referral to support groups for Service and family members enrolled in the Exceptional Family Member Program.
- **Clinical Counseling** — Short-term clinical counseling services for individuals, couples and families.
- **Crisis Response** — Immediate, short-term crisis assistance that includes reducing tension, initiating problem solving, and developing plans for further assistance.
- **Sexual Assault Victim Intervention** — Assistance to commands in recruiting, training, and supporting professional staff and volunteers who provide prevention education and services for victims of rape and sexual assault.

GENERAL SERVICES

- **Information and Referral Services** — Answers to questions, referrals to and advocacy for military and community services.
- **Ombudsman Support** — Training, consultation, and community information and referral services for Navy Ombudsmen.
- **Outreach Support** — Identification of at-risk and special population needs and provision of programs and services to meet these needs. Includes command outreach and worksite programs.

HOW CAN THE FLEET AND FAMILY SUPPORT CENTER HELP LEADERS?

Navy leaders spend a great deal of time and effort addressing Servicemember concerns. Fleet and Family Support Centers (FFSCs) can help through the services they offer to Servicemembers and leaders:

- **Information and referral** — Helps Servicemembers and their families identify a need or a problem and provides options for addressing it. If the FFSC does not have the resources to help, the Servicemember or family is referred to specific resources available on base or in the community.
- **Educational classes** — Improve the life skills of Servicemembers and their families to enhance their quality of life.
- **Counseling** — Helps Servicemembers and their families resolve issues that might detract from operational readiness and erode their quality of life.
- **Consultation** — Assists Navy leaders with Servicemember services, including written materials, resource information, briefings on key issues and individual consultation.

Every FFSC strives to offer programs and services based on the needs of its community. For this reason, most FFSCs offer some programs and services beyond those described. Leaders can help FFSCs by communicating the extent to which FFSC services are addressing their Servicemember and family issues. In addition, leaders can work with their local FFSC to identify effective ways to deliver these services.

The FFSC clinical counselors and family advocacy staff are professionally licensed mental health practitioners. These FFSC staff hold Masters level or higher education degrees and State licenses.

WHERE CAN I FIND MORE INFORMATION ABOUT FFSCs?

A directory of local FFSCs can be found online at:
<http://www.persnet.navy.mil/pers66/fscdir.htm>

Additional information about FFSCs can be found at:
<http://www.persnet.navy.mil/pers66/66core.html>.

Information may also be found at the Navy Quality of Life web page:
<http://www.lifelines2000.org>

Please consult your base directory for the telephone number of your local FFSC.

